

MiScorecard Performance Summary

Agency: Unemployment Insurance Agency

Director Steve Arwood

Period: August 2012 (Posted: 9/20/12)

SCORECARD

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Unemployment Insurance Agency							
New Claims--All Programs		↓	N/A	56,948	89,450	Monthly	Total new claims filed--Reg UI, ECU and EB
New Claims--Regular		↓	N/A	44,833	75,281	Monthly	Total new claims for regular UI
Total Claimants		↓	N/A	167,694	199,349	Monthly	Total number of people receiving benefits--Reg UI, EUC and EB
Benefits (Paid Amount)		↓	N/A	190,611,377	203,607,310	Monthly	Total amount of monthly benefits paid--Reg UI, EUC and EB
Fiscal Integrity		→	5%	8.9%	8.9%	Quarterly	USDOL estimated benefit overpayments as a percentage of total benefits
Fraud		↓	N/A	3,332,199	4,553,207	Monthly	\$ Value of new fraud cases written
First Payment Timeliness		↓	87%	71.2%	89.6%	Monthly	Percentage adherence to 14/21 day standard
Non-Monetary Determination Timeliness		↑	80%	54.8%	52.9%	Monthly	Percentage adherence to 21 day standard of combined separation and non-separation issues
Non-Monetary Determination Quality		↓	75%	76.8%	88.2%	Monthly	Percentage of determinations that meet the quality standard set by the USDOL for combined separation and non-separation issues
New UIA Employer Accounts		↓	1,850	314	1,713	Monthly	Number of new accounts opened